

## DISPATCHER OF THE MONTH

Congratulations goes to NYK111 for being recognized as DOTM. He has been dispatching with IPN for six years and we appreciate him.

*Dispatcher of the Month is a random drawing and all active dispatchers are eligible to win.*

## THANK YOU TO YOU!

We here at Incident Page Network would like to take a moment and thank all of

the dispatchers in our system. We would also like to send a special thanks to the men and women who are putting in extra time during natural disasters who keep those local families apprised of the situations surrounding them. From hurricanes to tornadoes to wild-land fires. These incidents may last just a few hours, but in some cases several days or even weeks.

Also, IPN is proud to have dispatch members who serve as first responders. We sincerely appreciate those who put their lives on the line for their community day in and day out. The next time the tone goes off for a fire, or a man with a gun call, or for a man with chest pains, we want all of our first responders to be safe.

**We can't do it without you. Thank you from all of us here at IPN!**

## IN THIS ISSUE

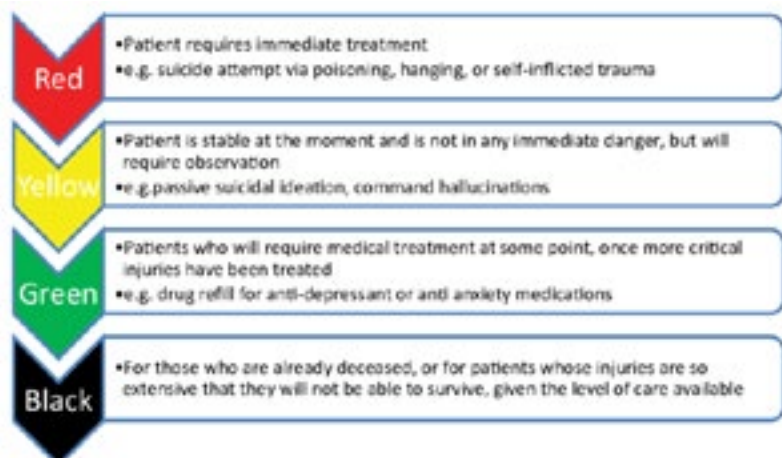
Use of Words in Pages  
Incident QA review  
Monthly Stats  
Dispatcher Photos

# COMMON WORDS VS JARGON

Please be aware that IPN is aggressively working to see that all notifications are sent in common terminology. We have never used codes or signals when alerts are sent. Abbreviations are now kept to the absolute minimum as well. The revised abbreviations list will be added to the newsletter in the very near future.

The QA team would like to remind everyone that medical triage codes fall under this “no code” policy. It’s quicker and easier to enter “2 Dead” instead of “2 Code Blacks.” These are especially useful for the general public who doesn’t know what “code black” means. Pages should be clear so there is no misunderstanding or having to guess the meaning of any medical terminology used. Dead, Critical, Seriously Hurt or With Minor Wound is pretty clear.

For those members who are not up to speed on medical triage, please refer to this graphic. Although there may be minor local deviations to these conditions they are widely accepted. Your local guidelines and their translation to English should always dictate what you enter in the narrative.



8-2-18 19:37 | PEN| Aston Twp, PA  
(Delaware County)| Hazmat| Fire 5 |  
3100 W Dutton Mill Rd | Ice Works;  
Ammonia leak in compressor room|  
PEN018

Photo by Anthony Klucznik

# INCIDENTS CAN POTENTIALLY HAVE MULTIPLE CATEGORIES

## AND BRINGS UP QUESTIONS WHEN EVALUATING PAGES

Our dispatchers know that IPN prides itself on quality notifications transmitted to the most appropriate category. In a perfect world each incident fits under just one category. Unfortunately, not everything we do is cut and dry and occasionally members will need to make a judgment call. Sure! You may get an email from QA asking for clarification, however, these emails are not intended to be punitive. It is an opportunity for us to work together and learn.

A recent incident in New Hampshire is a great example of being dispatched in multiple categories. (Article at: [www.foxnews.com/us/2018/08/21/officials-man-fleeing-police-fatally-shot-in-new-hampshire.html](http://www.foxnews.com/us/2018/08/21/officials-man-fleeing-police-fatally-shot-in-new-hampshire.html)) One incident consisted of a vehicle pursuit that officers called off, a secondary accident that may have involved a foot chase, followed by officers requesting help, and a shoot-out where the suspect was shot and killed by police.

There were FIVE different categories that could have been used for this incident. Where do you send the call? Truthfully there is no right answer for this one. An IPN dispatcher sent the alert

after the shoot out. If he or she was aware of the chase would there have been updates on the chase? Jumping categories is normally frowned on but what about those people who want alerts on shootings, those who want alerts on accidents, and those who want alerts on vehicle pursuits? It is not an easy decision.

The only wrong decision here would be holding the page in fear of a letter from support. Aside from that any of the available options would be fine. A good rule of thumb is to select the most severe category. If an officer was shot there is no question about selecting the category of Officer Down because it would be the worst case scenario in this situation.

In real time coverage, we do not want to overlook the active car chase. Start with the Vehicle Pursuit and then treat the shootout as a separate event. It is not normally paged this way but this is not a normal occurrence.

Thinking is not only allowed... It is encouraged! All we ask is that you take a minute to explain your actions if QA emails for additional info.

**8-9-2018 09:08 | Ontario|  
Traffic Alert| | Inland  
Empire/Haven|Emergency  
Services o/s of a 2 veh TC,1  
rolled over and moderate  
injuries,intersection blocked  
partially| CAL026  
Photo by Jarred Jackson**



# MONTHLY STATS

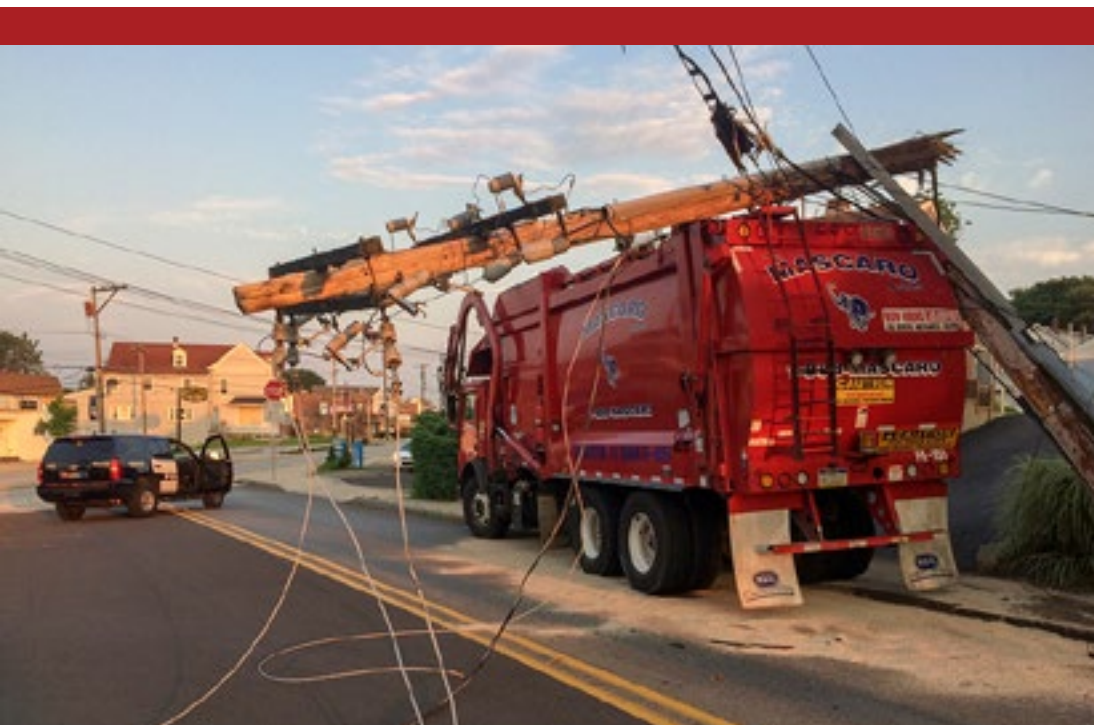
January	February	March	April	May	June	July
Florida	Florida	Florida	Florida	Florida	Florida	New York
New York	New York	New York	New York	New York	New York	Florida
California	California	California	California	California	California	California
Mass	Mass	Mass	Mass	Pennsylvania	Pennsylvania	Pennsylvania
Illinois	Pennsylvania	Maryland	Pennsylvania	Maryland	Illinois	Mass
Pennsylvania	Maryland	Pennsylvania	Texas	Illinois	Mass	Texas
Maryland	Ohio	Texas	Maryland	Mass	Maryland	Illinois
Texas	Texas	Illinois	Illinois	Texas	Texas	Maryland
Ohio	Illinois	Ohio	Ohio	Ohio	Ohio	Ohio
New Jersey	New Jersey	New Jersey	No Carolina	Wisconsin	New Jersey	Arizona

We're in a New York State of Mind because our NYK and NYC dispatchers joined forced to take the #1 seat in the July incident totals. Florida had unusually low stats for the month and almost fell to 3rd for the first time in seven months. California transmitted 1853 incidents. Florida sent 1853. It does not get any closer than that - Wow!

Another close race was Texas taking sixth place with their two spot jump. Illinois was bumped down two spots. The separation between

these two states was only eight incidents. Arizona joins the ranks this month posting very respectable numbers and taking 10th Spot. An amazing effort by everyone involved.

The total number of calls for the system in July was 19,036. This includes 486 incidents in Canada, 125 in England and 47 in Australia. We are honored to have such a strong presence outside of the United States. IPN does not believe in borders. **We do believe in each and every one of you! Thank you.**



8-6-18 19:31 | PEN |  
Rockledge Boro, PA  
(Montgomery County) |  
Traffic Advisory | 888 Fox  
Chase Rd | Svcs o/s with  
a dumpster truck vs pole.  
Pole is down. Request truck  
enforcement. No injuries  
[PEN043] | WSC037

Photo by Luke Lukashunas



8-18-2018 16:07 | Milwaukee| 2 Alarm Fire| |  
2601 W Hampton Ave|2nd Alarm Called Fire In  
A Commercial Structure. [WSC059]| WSC039

Photo by Charlie Lockwood

## WE LOVE YOUR PHOTOS!!!

Thank you for sending in great photos of first responders in action. Keep sending them in! When you submit photos, **send the dispatched IPN alert WITH the date and time.** Simply click on the IPN Incident Database from the top menu on IPN and search for your incident. Copy and paste the entire alert into an email to: [newsletter@incidentpage.net](mailto:newsletter@incidentpage.net). Also, your name will be used instead of your IPN ID unless indicated otherwise.



## HOTLINE INFO REMINDER

Provide all necessary information.  
Spell street names and towns.

Text: [hotline@incidentpage.net](mailto:hotline@incidentpage.net)  
Toll-free Phone: 1-888-339-8259

## CONTACT US

Please send us your article suggestions, incident photos, input, and feedback. We want to hear from you and share it with other dispatchers!

Remember, this is YOUR newsletter!

### Newsletter Story & Photo Submission:

[newsletter@incidentpage.net](mailto:newsletter@incidentpage.net)

### General Support:

[support@incidentpage.net](mailto:support@incidentpage.net)

### Dispatcher Admin Office:

1900 Weld Blvd, Suite 105  
El Cajon, CA 92020

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